## What Is Claimed Is:

1. A system for processing requests for prescription refills between one or more client computers and a host computer, said system comprising:

   at least one client computer having means to receive at least one request for a prescription refill, means to store each prescription refill request and means for processing said request;

   a host computer, said host computer having means to process said prescription refill requests

   means for establishing a communication link between said host computer and each said client computer; and

   a method for processing said request between said client computer and said host computer.

2. A method for processing requests for prescription refills between one or more client computers and a host computer, comprising the steps of:

   receiving a request for a prescription refill from a caller, said receiving of said request being facilitated by a client computer;

   storing said request until on-line communications with a host computer are established, said storing of said request being facilitated by a first client computer storage means;
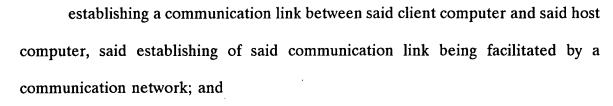
8       establishing a communication link between said client computer and said host

9       computer, said establishing of said communication link being facilitated by a

10      communication network; and

11      processing said request between said client computer and said host computer,

12      said processing of said request being facilitated first client computer code segment

13      and a first host code segment.

1    23. The method of claim 1, wherein said step of receiving a request is further defined as:

2      answering an incoming telephone call from a caller, said answering of said

3      incoming telephone call being facilitated by a client computer; and

4      receiving a request for a prescription refill from said caller.

1    34. The method of claim 1, wherein said step of processing said request is further

2      defined as:

3      attempting to validate said request by comparing said request with patient

4      information stored in a patient information databank; and

5      if said request is a valid request, processing said valid request for dispensing,

6      said processing of said valid request being facilitated by a dispensing transaction

7      process.

36

46. The method of claim 34, wherein said patient information databank is stored within said client computer and said step of validating is preformed when communications between said client computer and said host computer are off-line.

56. The method of claim 34, wherein said patient information databank is stored within said host computer and said step of validating is preformed when communications between said client computer and said host computer are on-line.

67. The method of claim 34, further comprising a step of storing said validated request for dispense processing, said storing of said validated request being facilitated by a client computer storage means.

78. The method of claim 34, further comprising the step of storing said invalidated requests for notification processing, said storing of said validated request being facilitated by a client computer storage means.

89. A computer program embodied on computer-readable medium having a computer readable program code embodied in said medium for effecting a method of processing requests for prescription refills between at least one client computer and a host computer, comprising:

a code segment for receiving a request for a prescription refill from a caller;

6     a code segment for storing said request until on-line communications with a

7     host computer is established;

8     a code segment for establishing a communication link between said client

9     computer and said host computer; and

10     a code segment for processing said request between said client computer and

11     said host computer.

1     10. The computer of claim 9, wherein said a code segment for receiving said request is

2     further defined as:

3     a code segment for answering an incoming telephone call from a caller; and

4     a code segment for receiving an audible request for a prescription refill from

5     said caller.

1     11. The computer of claim 10, wherein said a code segment for receiving said request is

2     further defined as:

3     a code segment for attempting to validate said request by comparing said

4     request with patient information stored in a patient information databank; and

5     if said request is a valid request, a code segment for processing said valid

6     request for dispensing.

37

38

11 12. The computer of claim 8, further comprising:

a code segment for storing said patient information databank within said client computer; and

a code segment for causing said attempt to validate said request between said client computer and said host computer to be facilitated when communications are off-line.

12 13. The computer of claim 8, further comprising:

a code segment for storing said patient information databank within said client computer; and

a code segment for causing said attempt to validate said request between said client computer and said host computer to be facilitated when communications are on-line.

13 14. The computer of claim 8, further comprising a code segment for storing within said client computer said validated request for dispense processing.

14 15. The computer of claim 8, further comprising a code segment for storing within said client computer said invalidated requests for notification processing.

38